

Section 1: Introduction

The California State Auditor (state auditor) is responsible for conducting audits requested by the Legislature and approved by the Joint Legislative Audit Committee (JLAC). In April 2014 the JLAC directed the state auditor to conduct an audit of the funds administered by the Judicial Branch of California and the Administrative Office of the Courts (AOC). The objectives for this audit are included in the email that contained the link to this survey. We will use the results of this audit to inform policymakers and to make recommendations for improving the AOC's efficiency and effectiveness.

As part of this audit, it is critical that we obtain feedback from the 58 trial courts regarding the services they receive from the AOC. This survey focuses on those services that the AOC indicates it provides to the trial courts. In fact, as a part of its Essential Services Review the AOC has created and placed a list on its Web site indicating that the AOC provides 280 different services, in 19 service areas, to the trial courts—refer to http://www.courts.ca.gov/documents/AOC_Services.pdf for this list or, if you like, we can e-mail this list to you. Our survey is intended to comprehensively assess the value of these services to the trial courts. The time needed to complete the survey will vary by trial court, but it will likely be several hours. Also, many courts may find it necessary to take the time to coordinate a group response among managers over different areas. We recognize that your time is valuable and that the survey will take careful thought and consideration to complete. ***Because our intent is to assess the value of the AOC's services relative to the cost for the AOC to provide them, your trial court's feedback about the services you use, the need for these services, and the quality of service you receive is vital to our evaluation.***

The survey is organized into four sections: this Introduction section; a Validation section; an Evaluation section that is divided into 19 areas of AOC services that we ask you to evaluate; and the Concluding section.

In the Validation section, we ask that you provide your survey code and contact information for the person at your trial court who will be leading your effort to complete the survey.

In the Evaluation section, we first ask that you answer two simple questions about each service listed under each of the 19 service areas: does your trial court consider the AOC service to be valuable, and is this an AOC service that your trial court has used. For either question, by checking the box you are answering yes, while a blank answer is no. After answering these two questions, we ask that you answer three additional questions to rate your trial court's experience with that particular service area. We also include a comment box to allow you

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to add any comments that your trial court would like to make about each service area. Apart from minor edits to clarify some services and the deletion of several repeated services, we have included in this Evaluation section all services from the AOC's list on its Web site.

The Concluding section asks that your trial court respond to several high-level questions regarding the services that the AOC provides. We also ask that you evaluate the relative importance of the services that your trial court receives from each AOC office. Lastly, the Concluding section has a comment box for your trial court to provide any additional comments for the survey or for any additional information that you believe is relevant and useful to our audit.

Section 1: Introduction

To ensure the integrity of the survey responses, please note that we are using a survey code to validate that you are the Court Executive Officer for your county's trial court. We are unable to use your response without the survey code. We provided your survey code in the e-mail containing the link to this survey. Your responses will most likely be used in one or more tables or graphics in the audit report we issue, and we also anticipate that our audit report will include some of the quotes that the trial courts provide in their survey responses. If we use a quote from your trial court, we will provide you an opportunity to review that quote before we issue our audit report. After the audit report is publicly issued, which we estimate will be in late 2014, your survey response will be included in our workpapers which may be released pursuant to a public records act request.

Finally, please note that Survey Monkey will save your answers whenever you exit the survey, so you may choose to complete the survey over the course of several sittings. In addition, you may pass this survey between multiple computers and multiple people. However, please note that the survey must be completed in the order that each question appears—you may not skip questions. Thus, to facilitate a group response to the survey, we suggest you consider first recording your responses and comments on a print-outs of the PDF copy of the survey that we sent in the email, and then entering them into Survey Monkey. Coordinating a group response will allow multiple managers within your court who have experience with particular types of AOC services to complete the parts of the survey that pertain to their experience. Alternatively, if you wish to pass the online survey between multiple people, you may do so by forwarding the email that contained the link to this survey. In this case we suggest that you refer to the PDF copy of the survey to see the order in which questions appear and to determine who within your trial court will answer each section.

We ask that you submit the completed survey within the next six weeks, with your responses due to us by close of business on **Friday, July 25th, 2014**. We will send periodic reminders of this due date.

Please note that California Government Code, Section 8545(b), requires the state auditor to keep confidential information pertaining to any audit not yet completed. We appreciate your assistance in keeping this survey confidential until the audit report is made public, and not sharing it with others outside of your trial court.

If you have any questions about the survey or how to use Survey Monkey, please contact Whitney Smith, Senior Auditor, at (916) 445-0255 or you may e-mail her at aocsurvey@auditor.ca.gov.

Thank you again for your participation and we greatly value your feedback.

Section 2: Validation

***1. 1: Please enter your survey code, which is a case-sensitive code. (The survey code was provided to you in the email that contained the link to this survey).**

Your code will be used to validate your response and to identify duplicate responses.

Survey Code

Section 2: Validation

***2. Please identify the name of the person who will be leading your court's effort to complete the survey, and provide their contact information.**

Name	<input type="text"/>
Phone	<input type="text"/>
Email	<input type="text"/>

Section 3: Evaluation

3. Access Services

	Have used this service	Consider service to be valuable
1. Self-Help legal, training, program, education support	<input type="checkbox"/>	<input type="checkbox"/>
2. Sargent Shriver Civil Counsel Pilot Program	<input type="checkbox"/>	<input type="checkbox"/>
3. Self-Help Center, Family Law Information Centers, Model Self-Projects Funding	<input type="checkbox"/>	<input type="checkbox"/>
4. Equal Access Funds	<input type="checkbox"/>	<input type="checkbox"/>
5. Judicial Branch Self-Help Website and resources	<input type="checkbox"/>	<input type="checkbox"/>
6. On-line Document Assembly/Forms Completion Programs	<input type="checkbox"/>	<input type="checkbox"/>
7. American with Disabilities Act subject matter expertise provided in response to individual court requests for assistance with resolving a specific ADA issue, and ADA training specialized for individual trial courts	<input type="checkbox"/>	<input type="checkbox"/>
8. Administration and management of the JusticeCorps volunteer program	<input type="checkbox"/>	<input type="checkbox"/>
9. Plain language forms and instructions	<input type="checkbox"/>	<input type="checkbox"/>
10. Support to Civics Education program to improve civic learning and public understanding of the Judicial Branch including the California Task Force on K-12 Civics Learning	<input type="checkbox"/>	<input type="checkbox"/>

***4. Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.**

Excellent	Good	Satisfactory	Fair	Poor	No Opinion
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***5. How important, overall, is this group of services to your trial court operations?**

Very Important	Somewhat Important	Neutral	Somewhat Unimportant	Unimportant
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***6. Have cuts to your budget made this group of services, overall, more important or less important to your operations?**

Much more important	Somewhat more important	No Change	Somewhat less important	Much less important
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Additional Comments

Section 3: Evaluation

7. Audit Services

	Have used this service	Consider service to be valuable
11. Regular financial, operational, and compliance audits	<input type="checkbox"/>	<input type="checkbox"/>
12. Special investigations concerning misappropriation of funds, potential losses, etc.	<input type="checkbox"/>	<input type="checkbox"/>
13. Non-audit consultative reviews	<input type="checkbox"/>	<input type="checkbox"/>
14. Technical advice regarding audit, accounting compliance, and operational requirements	<input type="checkbox"/>	<input type="checkbox"/>
15. Whistleblower Hotline responsibility	<input type="checkbox"/>	<input type="checkbox"/>

***8. Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.**

Excellent	Good	Satisfactory	Fair	Poor	No Opinion
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***9. How important, overall, is this group of services to your trial court operations?**

Very Important	Somewhat Important	Neutral	Somewhat Unimportant	Unimportant
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***10. Have cuts to your budget made this group of services, overall, more important or less important to your operations?**

Much more
important

Somewhat more
important

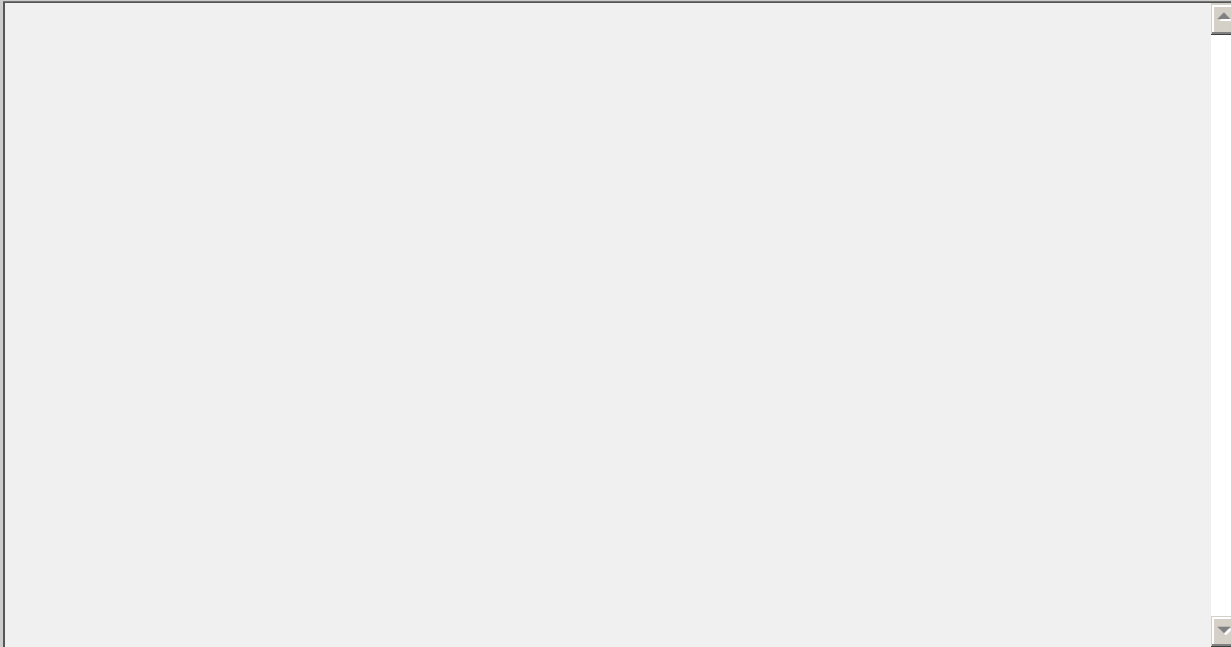
No Change

Somewhat less
important

Much less
important



Additional Comments



Section 3: Evaluation

11. Capital Projects and Facilities Services

	Have used this service	Consider service to be valuable
16. Fiscal management, oversight and accountability functions for the judicial branch capital outlay program including cash flow projections for various construction funds	<input type="checkbox"/>	<input type="checkbox"/>
17. Site selection, due diligence and negotiation of acquisition agreements for capital projects and staff services to Project Advisory Groups comprised of court and justice partner stakeholders	<input type="checkbox"/>	<input type="checkbox"/>
18. Management of California Environmental Quality Act responsibilities to comply with regulatory statute, including community hearings on capital project impacts	<input type="checkbox"/>	<input type="checkbox"/>
19. Creation, management and implementation of related procedures reflecting best practices for new courthouse design and construction	<input type="checkbox"/>	<input type="checkbox"/>
20. Preparation of fiscal data for Five Year Infrastructure Plan and fiscal documents	<input type="checkbox"/>	<input type="checkbox"/>
21. Selection of capital building systems and equipment based on life-cycle analysis of long-term costs	<input type="checkbox"/>	<input type="checkbox"/>
22. Development and implementation of risk management for capital projects and court facilities	<input type="checkbox"/>	<input type="checkbox"/>
23. Development and implementation of property and commercial insurance programs for judicial branch entities, and as requested assistance with their property and liability insurance needs	<input type="checkbox"/>	<input type="checkbox"/>
24. Oversight of the design and installation of audio-visual low voltage technical infrastructure in court facilities, and	<input type="checkbox"/>	<input type="checkbox"/>

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development of statewide standards for use of video over the technical infrastructure

25. Subject matter expertise on health and safety issues and technical assistance relating to fire prevention



26. Operations and maintenance of court facilities which includes physical, financial, and contractual management and delivery of routine operations and maintenance services, and provision of utilities and insurance



27. Management of 24/7 call center for maintenance of branch facilities



28. Monitoring of ongoing compliance with state and local environmental regulations which pertain to the operational life of a facility



29. Negotiation and administration of AOC and court-funded leases, licenses, and other occupancy, and renegotiation of leases to generate space reduction and rent savings



30. Management of disposition for facilities no longer needed for court operations and facilities permanently and temporarily closed by court due to fiscal constraints



31. Provision of deferred maintenance and functional improvements



32. Development, implementation, and management of the preventive maintenance program for assets



33. Management of 22 parking facilities across the state for court, jury, and public parking spaces



34. Management of Facilities Event Licensing for third party use of court facilities



35. Administration of the delegated authority pilot project in which four courts are performing their own facilities maintenance



36. Maintenance and administration of the Computer Aided Facility



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Management (CAFM) System to dispatch Service Work Order requests and authorize lease payments

37. Sustainability program to manage utility resource demands, implementing energy conservation modifications to reduce long-term energy costs

☐
☐

12. Delivery of professional project management and related services for capital projects, including:

Have used
this service

Consider
service to be
valuable

38. Architectural and engineering design services

☐
☐

39. Environmental analyses of potential courthouse construction sites

☐
☐

40. Construction inspection services program for capital projects, facility modification, and facility management programs

☐
☐

41. Functional and space planning and programming

☐
☐

42. Approval by authorities having jurisdiction

☐
☐

43. Sustainable design and design approval

☐
☐

44. Construction execution delivery including commissioning services

☐
☐

45. Completion and occupancy and transition planning

☐
☐

46. Preparation for and administration of all internal and external State (Judicial, Executive, and Legislative) and other approvals

☐
☐

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13. Establishment and implementation of policies for the judicial branch capital program, including:

	Have used this service	Consider service to be valuable
47. Program Management	<input type="checkbox"/>	<input type="checkbox"/>
48. Prioritization Methodology	<input type="checkbox"/>	<input type="checkbox"/>
49. Trial Court Facilities Standards	<input type="checkbox"/>	<input type="checkbox"/>
50. Site Selection and Acquisition	<input type="checkbox"/>	<input type="checkbox"/>
51. Contracting	<input type="checkbox"/>	<input type="checkbox"/>
52. Seismic Analysis of Leases	<input type="checkbox"/>	<input type="checkbox"/>
53. Relocation Services	<input type="checkbox"/>	<input type="checkbox"/>

***14. Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.**

Excellent	Good	Satisfactory	Fair	Poor	No Opinion
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***15. How important, overall, is this group of services to your trial court operations?**

Very Important	Somewhat Important	Neutral	Somewhat Unimportant	Unimportant
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***16. Have cuts to your budget made this group of services, overall, more important or less important to your operations?**

Much more
important

Somewhat more
important

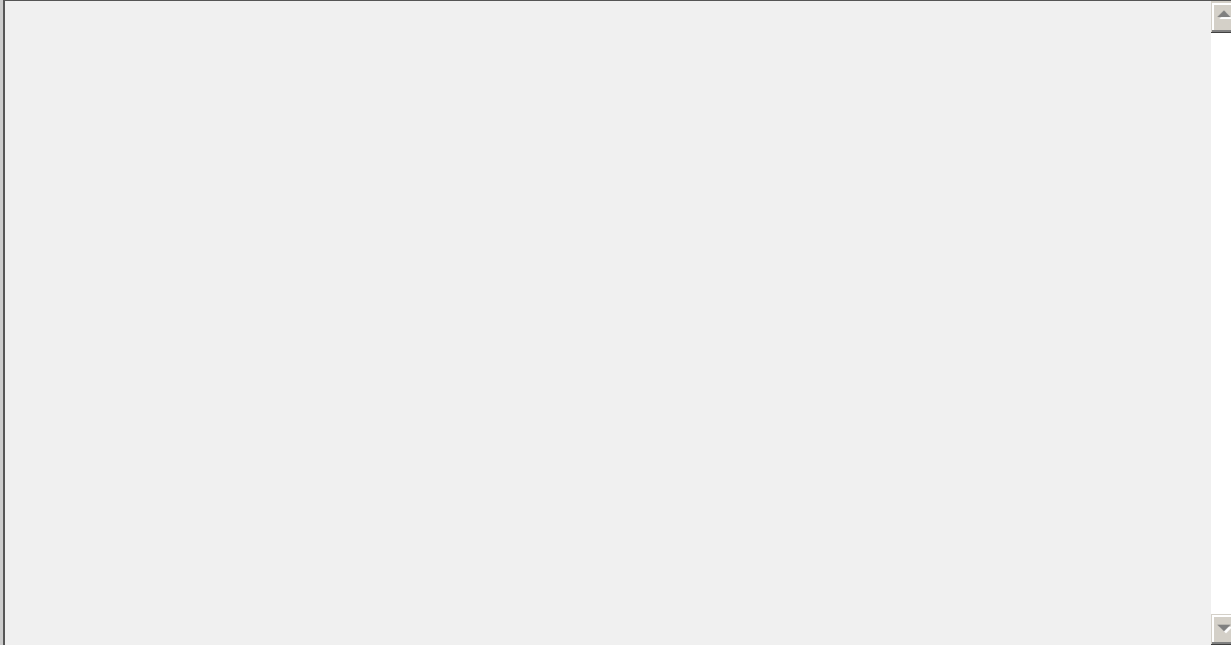
No Change

Somewhat less
important

Much less
important



Additional Comments



Section 3: Evaluation

17. Collaborative Courts Services

	Have used this service	Consider service to be valuable
54. Legal, training, and program assistance to support Community Courts	<input type="checkbox"/>	<input type="checkbox"/>
55. Legal, training, and program assistance to support Dependency and Juvenile Drug Courts	<input type="checkbox"/>	<input type="checkbox"/>
56. Legal, training, and program assistance to support DUI Courts	<input type="checkbox"/>	<input type="checkbox"/>
57. Legal, training, and program assistance to support Adult and Juvenile Justice Drug Courts	<input type="checkbox"/>	<input type="checkbox"/>
58. Legal, training, and program assistance to support Elder Courts	<input type="checkbox"/>	<input type="checkbox"/>
59. Legal, training, and program assistance to support Homeless Courts	<input type="checkbox"/>	<input type="checkbox"/>
60. Legal, training, and program assistance to support Mental Health Courts: Adults and Dependency and Juvenile Justice	<input type="checkbox"/>	<input type="checkbox"/>
61. Legal, training, and program assistance to support Reentry Courts for parolees and realigned populations	<input type="checkbox"/>	<input type="checkbox"/>
62. Legal, training, and program assistance to support Unified Courts for Families	<input type="checkbox"/>	<input type="checkbox"/>
63. Legal, training, and program assistance to support Veterans Courts and Military Families	<input type="checkbox"/>	<input type="checkbox"/>
64. Legal, training, and program assistance to support Youth/Peer Courts)	<input type="checkbox"/>	<input type="checkbox"/>
65. Substance Abuse Focus Grants funding	<input type="checkbox"/>	<input type="checkbox"/>
66. Research and analysis assistance	<input type="checkbox"/>	<input type="checkbox"/>

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67. Cost benefit studies of collaborative courts



***18. Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.**

Excellent

Good

Satisfactory

Fair

Poor

No Opinion



***19. How important, overall, is this group of services to your trial court operations?**

Very Important

Somewhat
Important

Neutral

Somewhat
Unimportant

Unimportant



***20. Have cuts to your budget made this group of services, overall, more important or less important to your operations?**

Much more
important

Somewhat more
important

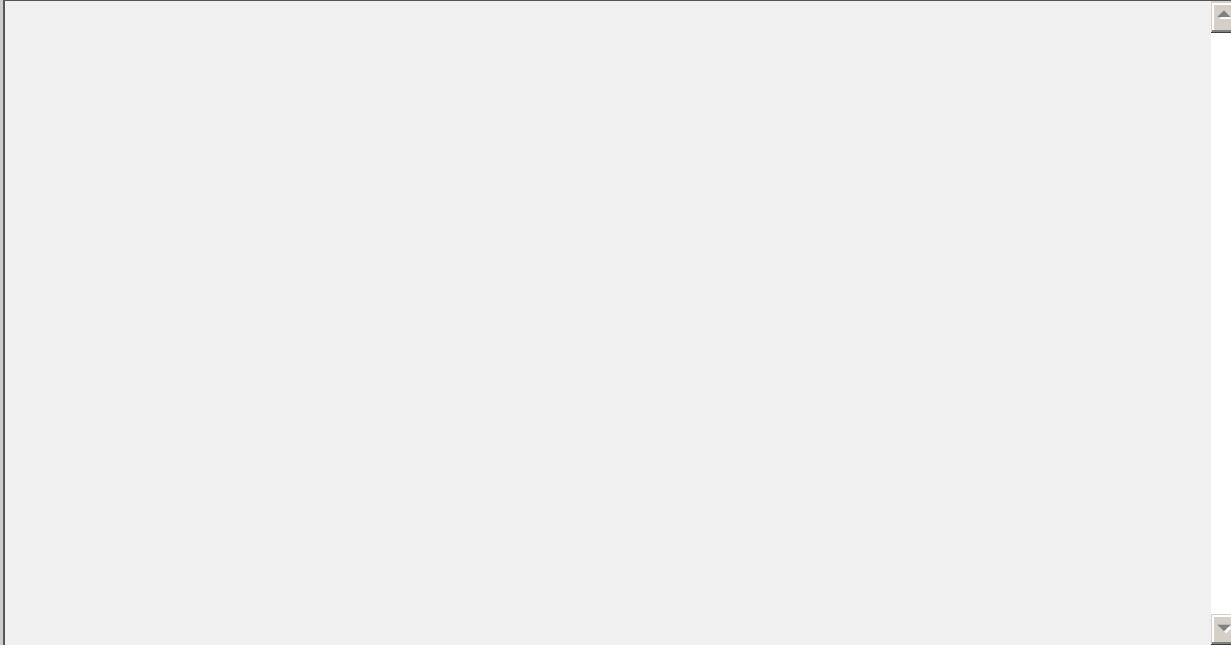
No Change

Somewhat less
important

Much less
important



Additional Comments



Section 3: Evaluation

21. Communications Services

	Have used this service	Consider service to be valuable
68. Communications support to the Chief Justice in her Supreme Court, Judicial Council, Judicial Branch, and Commission on Judicial Appointments roles	<input type="checkbox"/>	<input type="checkbox"/>
69. Coordination of Judicial Council Meeting communications activities, including the drafting and dissemination of pre- and post-meeting summaries to the judicial branch, drafting of leadership remarks, coordination of photography, video, and audio requirements, and web updates and tweets to promote the meeting	<input type="checkbox"/>	<input type="checkbox"/>
70. Research, drafting and distribution of the weekly email briefing (Court News Update) on judicial administration and related topics, and urgent updates and briefings as requested (Court News Alerts, Court News Briefs) to the judicial branch	<input type="checkbox"/>	<input type="checkbox"/>
71. Drafts speeches, remarks, talking points, briefing sheets, or backgrounders to support the Chief Justice's engagement calendar	<input type="checkbox"/>	<input type="checkbox"/>
72. Communications strategy, consulting, and implementation to Judicial Branch Capital Program and the Office of Real Estate and Facilities Management Program and their Judicial Council oversight committees—the Court Facilities Advisory Committee and the Trial Court Facility Modification Advisory Committee	<input type="checkbox"/>	<input type="checkbox"/>
73. Management and content updates on the California Courts, Serranus, and AOC Intranet websites for programs, projects, and initiatives	<input type="checkbox"/>	<input type="checkbox"/>
74. Consultation and counsel on media strategies for programs, projects, and initiatives	<input type="checkbox"/>	<input type="checkbox"/>
75. Research and response to inquiries from the courts, media, and the	<input type="checkbox"/>	<input type="checkbox"/>

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public, as well as tracking and reporting on interactions

76. Input on strategy for news releases, drafting and dissemination and monitoring and reporting on coverage

☐☐

77. Management of content strategy, publishing, and metrics evaluation for social media channels including You Tube and Twitter and consultation with other judicial branch entities on their programs

☐☐

78. Photography support for judicial council and judicial branch programs, projects, and initiatives

☐☐

***22. Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.**

Excellent

Good

Satisfactory

Fair

Poor

No Opinion

☐☐☐☐☐☐

***23. How important, overall, is this group of services to your trial court operations?**

Very Important

Somewhat
Important

Neutral

Somewhat
Unimportant

Unimportant

☐☐☐☐☐

***24. Have cuts to your budget made this group of services, overall, more important or less important to your operations?**

Much more
important

Somewhat more
important

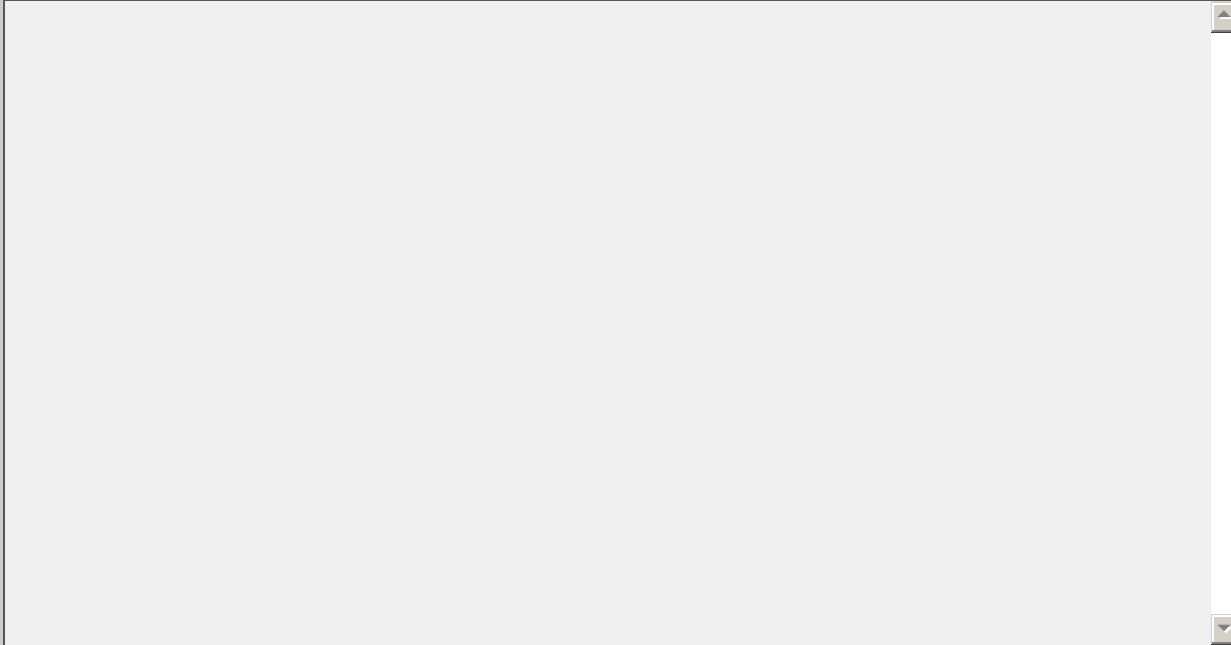
No Change

Somewhat less
important

Much less
important



Additional Comments



Section 3: Evaluation

25. Criminal Justice Services

	Have used this service	Consider service to be valuable
79. Technical assistance, training, legal advice, and subject matter expertise on criminal justice realignment including data collection, analysis, and information dissemination	<input type="checkbox"/>	<input type="checkbox"/>
80. Written and oral legal advice provided to individual trial courts on a case-by-case basis on a wide array of criminal law and procedure issues, including new statutory requirements and responsibilities	<input type="checkbox"/>	<input type="checkbox"/>
81. Resource identification and liaison activities with outside justice partners (which include sheriffs, probation departments, District Attorneys, public defenders, county supervisors, the legislature, the Governor's office, the Department of Finance, CDCR, and the Department of Justice) on criminal justice realignment implementation	<input type="checkbox"/>	<input type="checkbox"/>
82. Defining outcome-based criminal justice related metrics in collaboration with justice partners	<input type="checkbox"/>	<input type="checkbox"/>
83. Data collection and reporting on probation revocations, sentencing outcomes, and other criminal law related issues (California Corrections Performance Incentive Act and criminal justice realignment)	<input type="checkbox"/>	<input type="checkbox"/>
84. Subject matter expertise, legal advice, and technical assistance with issues relating to traffic related matters	<input type="checkbox"/>	<input type="checkbox"/>
85. Technical and program assistance and training as part of the California Risk Assessment Pilot Project (CalRAPP)	<input type="checkbox"/>	<input type="checkbox"/>
86. Legal advice and technical assistance with emerging statewide issues related to criminal law and procedures (e.g., implementation of pretrial programs, Affordable Care Act, and prohibited and armed persons with mental illness reporting requirements)	<input type="checkbox"/>	<input type="checkbox"/>

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87. Fulfillment of mandates related to the evaluation of certain criminal justice programs



***26. Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.**

Excellent

Good

Satisfactory

Fair

Poor

No Opinion



***27. How important, overall, is this group of services to your trial court operations?**

Very Important

Somewhat
Important

Neutral

Somewhat
Unimportant

Unimportant



***28. Have cuts to your budget made this group of services, overall, more important or less important to your operations?**

Much more
important

Somewhat more
important

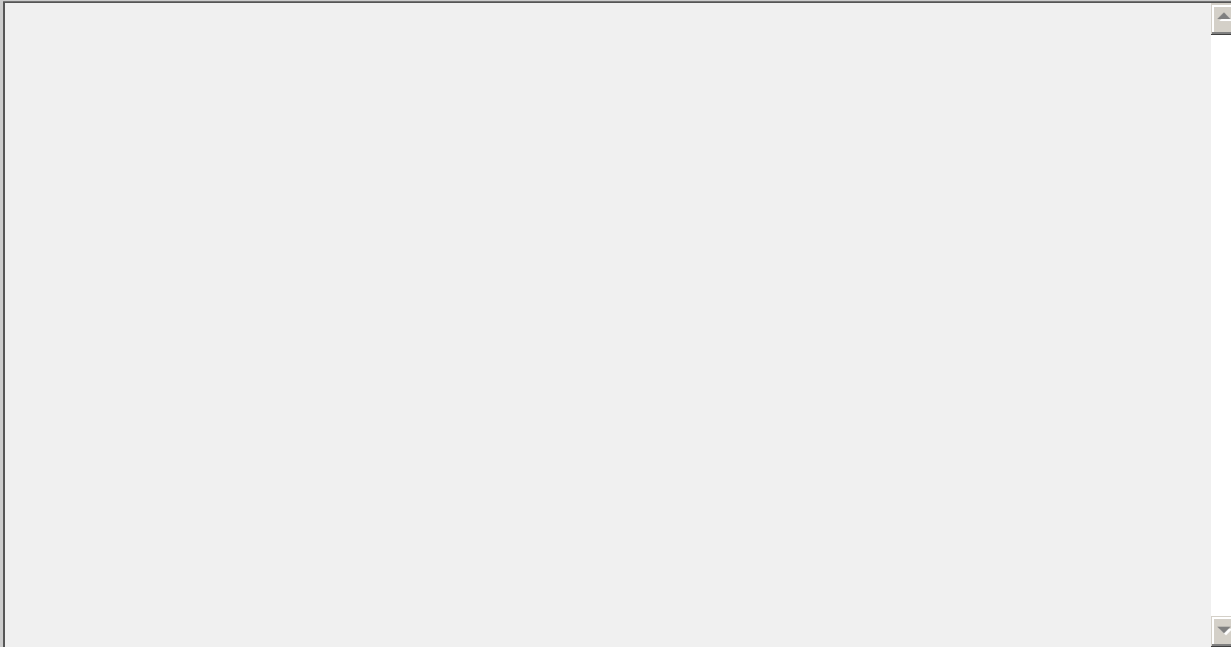
No Change

Somewhat less
important

Much less
important



Additional Comments



Section 3: Evaluation

29. Education and Training Services

	Have used this service	Consider service to be valuable
88. Judicial ethics training as required for participants in the Commission on Judicial Performance Insurance Program	<input type="checkbox"/>	<input type="checkbox"/>
89. Institute for Court Management certification program for court managers	<input type="checkbox"/>	<input type="checkbox"/>
90. Court Clerk Training Institute	<input type="checkbox"/>	<input type="checkbox"/>
91. Court manager and supervisor training	<input type="checkbox"/>	<input type="checkbox"/>
92. ADA Annual Statewide Training and consulting for ADA coordinators	<input type="checkbox"/>	<input type="checkbox"/>
93. Statewide broadcasts for Trial and Appellate Court judicial officers, CEOs and court staff	<input type="checkbox"/>	<input type="checkbox"/>
94. Statewide and regional education (i.e., Beyond the Bench)	<input type="checkbox"/>	<input type="checkbox"/>
95. Development of customized training for the courts (e.g., judicial education, management training, cultural competency training)	<input type="checkbox"/>	<input type="checkbox"/>
96. Collaborative statewide, regional, and distance education and multi-disciplinary programs with state and national partners	<input type="checkbox"/>	<input type="checkbox"/>
97. Training on use of the Computer Aided Facility Management (CAFM) application for requesting, monitoring, and evaluating building services	<input type="checkbox"/>	<input type="checkbox"/>
98. Development of online educational resources for judges, court staff, supervisors and managers	<input type="checkbox"/>	<input type="checkbox"/>
99. Technical support and video production for Supreme Court outreach and oral argument, Commission of Judicial Appointments	<input type="checkbox"/>	<input type="checkbox"/>

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hearings, Chief Justice or judicial argument, Commission of Judicial Appointments hearings, Chief Justice or Judicial Council communications, and provision of AV signals to rooms for the public and media

100. Judicial publications: Benchguides, Bench Handbooks, Benchbooks, Civil Proceedings Benchbooks



101. Development of online benchtools for judges to use, including scripts, flow charts and checklists



102. Development of public guides for children in court, victims' services, and court proceedings for families



103. Job Aids for court staff, supervisors, and managers



104. Web Ex programmatic instructional support



105. Faculty development program, webinars and online resources to prepare and support statewide and local court faculty



106. Meeting planning, registration and conference services for all education programs, Judicial Council meetings and other AOC meetings



107. Audio visual support for education and meetings in conference centers, off-site education and outreach, including audio for public broadcast of Judicial Council



108. Jury education materials in support of successful jury participation



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30. Statewide training for new Judicial Officers, including:

	Have used this service	Consider service to be valuable
109. New Judge Orientation	<input type="checkbox"/>	<input type="checkbox"/>
110. Primary Assignment Orientations (civil, criminal, probate, dependency, delinquency, family)	<input type="checkbox"/>	<input type="checkbox"/>
111. B.E. Witkin Judicial College	<input type="checkbox"/>	<input type="checkbox"/>

31. Statewide education for experienced Judicial Officers and Judicial Attorneys, including:

	Have used this service	Consider service to be valuable
112. Appellate Justices Institute	<input type="checkbox"/>	<input type="checkbox"/>
113. Criminal Assignment Courses	<input type="checkbox"/>	<input type="checkbox"/>
114. Qualifying Ethics Training	<input type="checkbox"/>	<input type="checkbox"/>
115. Complex Civil and Advanced Civil	<input type="checkbox"/>	<input type="checkbox"/>
116. California Environmental Quality Act (CEQA)	<input type="checkbox"/>	<input type="checkbox"/>
117. Domestic Violence courses	<input type="checkbox"/>	<input type="checkbox"/>
118. Institutes (in civil, criminal, juvenile, family, probate, and rural courts)	<input type="checkbox"/>	<input type="checkbox"/>
119. Institutes for Appellate and Trial Court Attorneys	<input type="checkbox"/>	<input type="checkbox"/>

32. Statewide Education for Judicial Leaders, including:

	Have used this service	Consider service to be valuable
120. PJ/CEO Court Management Program	<input type="checkbox"/>	<input type="checkbox"/>
121. Supervising Judges Institute	<input type="checkbox"/>	<input type="checkbox"/>

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***33. Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.**

Excellent



Good



Satisfactory



Fair



Poor



No Opinion



***34. How important, overall, is this group of services to your trial court operations?**

Very Important



Somewhat
Important



Neutral



Somewhat
Unimportant



Unimportant



***35. Have cuts to your budget made this group of services, overall, more important or less important to your operations?**

Much more
important

Somewhat more
important

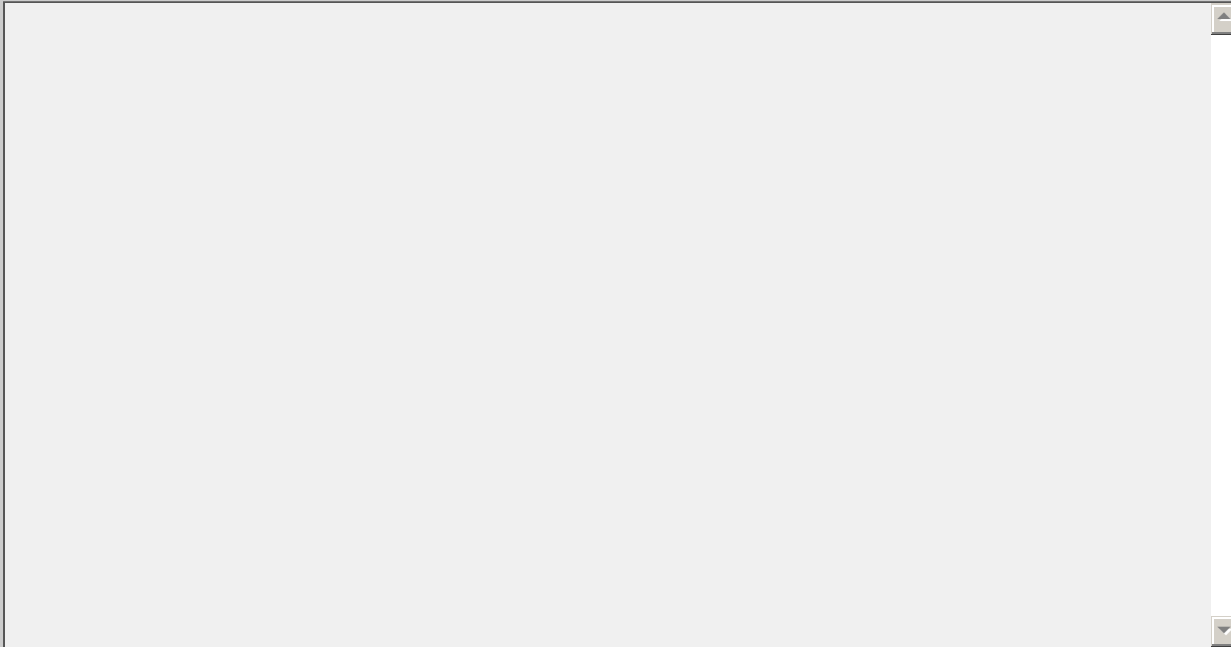
No Change

Somewhat less
important

Much less
important



Additional Comments



Section 3: Evaluation

36. Family Services

	Have used this service	Consider service to be valuable
122. AB 1058 Legal, Program Support and Funding and Administration for Child Support Commissioners and Family Law Facilitators	<input type="checkbox"/>	<input type="checkbox"/>
123. Access to Visitation Program	<input type="checkbox"/>	<input type="checkbox"/>
124. Information and technical assistance to Family Courts	<input type="checkbox"/>	<input type="checkbox"/>
125. Family and Juvenile court judicial and staff workload study and needs assessment	<input type="checkbox"/>	<input type="checkbox"/>
126. Family Law websites (including Families Change and Parent Orientation video) content, maintenance and administration	<input type="checkbox"/>	<input type="checkbox"/>
127. Family Dispute Resolution support, technical assistance, and education	<input type="checkbox"/>	<input type="checkbox"/>
128. Domestic Violence Courts	<input type="checkbox"/>	<input type="checkbox"/>
129. Domestic Violence Safety Planning Project	<input type="checkbox"/>	<input type="checkbox"/>
130. Violence Against Women Education Program	<input type="checkbox"/>	<input type="checkbox"/>
131. California Courts Protective Orders Registry	<input type="checkbox"/>	<input type="checkbox"/>

***37. Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.**

Excellent	Good	Satisfactory	Fair	Poor	No Opinion
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***38. How important, overall, is this group of services to your trial court operations?**

Very Important	Somewhat Important	Neutral	Somewhat Unimportant	Unimportant
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***39. Have cuts to your budget made this group of services, overall, more important or less important to your operations?**

Much more important	Somewhat more important	No Change	Somewhat less important	Much less important
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Additional Comments

Section 3: Evaluation

40. Fiscal Services

	Have used this service	Consider service to be valuable
132. Budgeting	<input type="checkbox"/>	<input type="checkbox"/>
133. Centralized Treasury	<input type="checkbox"/>	<input type="checkbox"/>
134. Payroll and controller services	<input type="checkbox"/>	<input type="checkbox"/>
135. Master contracts/procurement assistance	<input type="checkbox"/>	<input type="checkbox"/>
136. Financial Management - accounting and reporting	<input type="checkbox"/>	<input type="checkbox"/>
137. Accounts Payable support	<input type="checkbox"/>	<input type="checkbox"/>
138. Trust Accounting support	<input type="checkbox"/>	<input type="checkbox"/>
139. Financial policies and procedures	<input type="checkbox"/>	<input type="checkbox"/>
140. Fiscal training and assistance	<input type="checkbox"/>	<input type="checkbox"/>
141. Grants Administration	<input type="checkbox"/>	<input type="checkbox"/>
142. Enhanced Collections guidelines and assistance for courts and counties	<input type="checkbox"/>	<input type="checkbox"/>
143. Provision and maintenance of financial information available through the judicial branch website	<input type="checkbox"/>	<input type="checkbox"/>

***41. Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.**

Excellent	Good	Satisfactory	Fair	Poor	No Opinion
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***42. How important, overall, is this group of services to your trial court operations?**

Very Important	Somewhat Important	Neutral	Somewhat Unimportant	Unimportant
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***43. Have cuts to your budget made this group of services, overall, more important or less important to your operations?**

Much more important	Somewhat more important	No Change	Somewhat less important	Much less important
---------------------	-------------------------	-----------	-------------------------	---------------------



Additional Comments

Section 3: Evaluation

44. Human Resources Services

	Have used this service	Consider service to be valuable
144. Labor relations and collective bargaining services	<input type="checkbox"/>	<input type="checkbox"/>
145. Employee relations/investigations/progressive discipline/leave management	<input type="checkbox"/>	<input type="checkbox"/>
146. Judicial payroll and benefits	<input type="checkbox"/>	<input type="checkbox"/>
147. Pay and benefits management and administration for employees	<input type="checkbox"/>	<input type="checkbox"/>
148. Trial court payroll services through Phoenix or ADP	<input type="checkbox"/>	<input type="checkbox"/>
149. Recruitment, classification and compensation assistance	<input type="checkbox"/>	<input type="checkbox"/>
150. Judicial Branch Workers' Compensation program oversight and administration	<input type="checkbox"/>	<input type="checkbox"/>
151. Integrated Disability Management	<input type="checkbox"/>	<input type="checkbox"/>

***45. Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.**

Excellent	Good	Satisfactory	Fair	Poor	No Opinion
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***46. How important, overall, is this group of services to your trial court operations?**

Very Important	Somewhat Important	Neutral	Somewhat Unimportant	Unimportant
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***47. Have cuts to your budget made this group of services, overall, more important or less important to your operations?**

Much more
important

Somewhat more
important

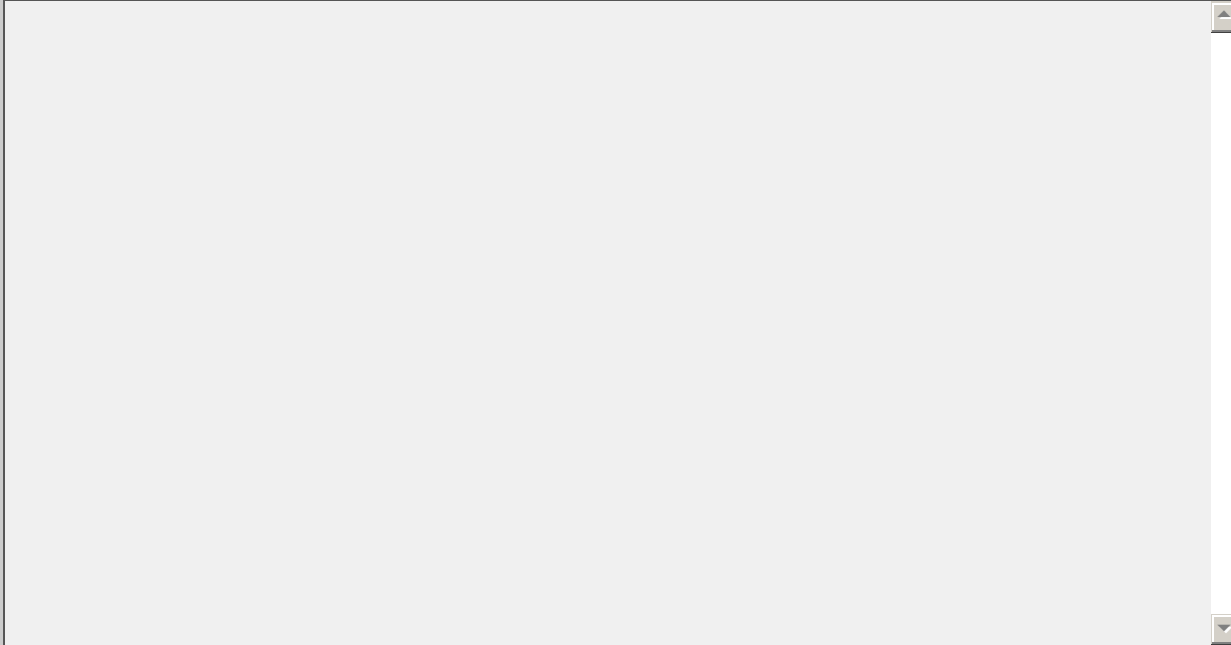
No Change

Somewhat less
important

Much less
important



Additional Comments



Section 3: Evaluation

48. Information Technology Services

	Have used this service	Consider service to be valuable
152. California Courts Protective Order Registry (CCPOR)	<input type="checkbox"/>	<input type="checkbox"/>
153. Judicial Branch Statistical Information System (JBSIS)	<input type="checkbox"/>	<input type="checkbox"/>
154. Phoenix Financial, procurement and HR/Payroll System	<input type="checkbox"/>	<input type="checkbox"/>
155. Computer- Aided Facilities Management System (CAFM)	<input type="checkbox"/>	<input type="checkbox"/>
156. Uniform Civil Fees System (UCFS)	<input type="checkbox"/>	<input type="checkbox"/>
157. Appellate Court Case Management System (ACCMS)	<input type="checkbox"/>	<input type="checkbox"/>
158. Court Appointed Counsel Program (Supreme Court and District Courts of Appeal – Court Appointed Counsel Systems)	<input type="checkbox"/>	<input type="checkbox"/>
159. California Courts Technology Center (CCTC) including disaster and security services and data integration services	<input type="checkbox"/>	<input type="checkbox"/>
160. Network hosting, security, and support	<input type="checkbox"/>	<input type="checkbox"/>
161. Technology hardware updates program	<input type="checkbox"/>	<input type="checkbox"/>
162. Case management systems support: Sustain, V2, V3	<input type="checkbox"/>	<input type="checkbox"/>
163. Support to California Law Enforcement Telecommunications System (CLETS)	<input type="checkbox"/>	<input type="checkbox"/>
164. Development and maintenance of the judicial branch public website, Serranus, and other judicial branch websites	<input type="checkbox"/>	<input type="checkbox"/>
165. Justice Partners Outreach/E-Services	<input type="checkbox"/>	<input type="checkbox"/>
166. Programmatic, technical and logistical support for WebEx programs	<input type="checkbox"/>	<input type="checkbox"/>

2014-107 AOC Services

***49. Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.**

Excellent



Good



Satisfactory



Fair



Poor



No Opinion



***50. How important, overall, is this group of services to your trial court operations?**

Very Important



Somewhat
Important



Neutral



Somewhat
Unimportant



Unimportant



***51. Have cuts to your budget made this group of services, overall, more important or less important to your operations?**

Much more
important

Somewhat more
important

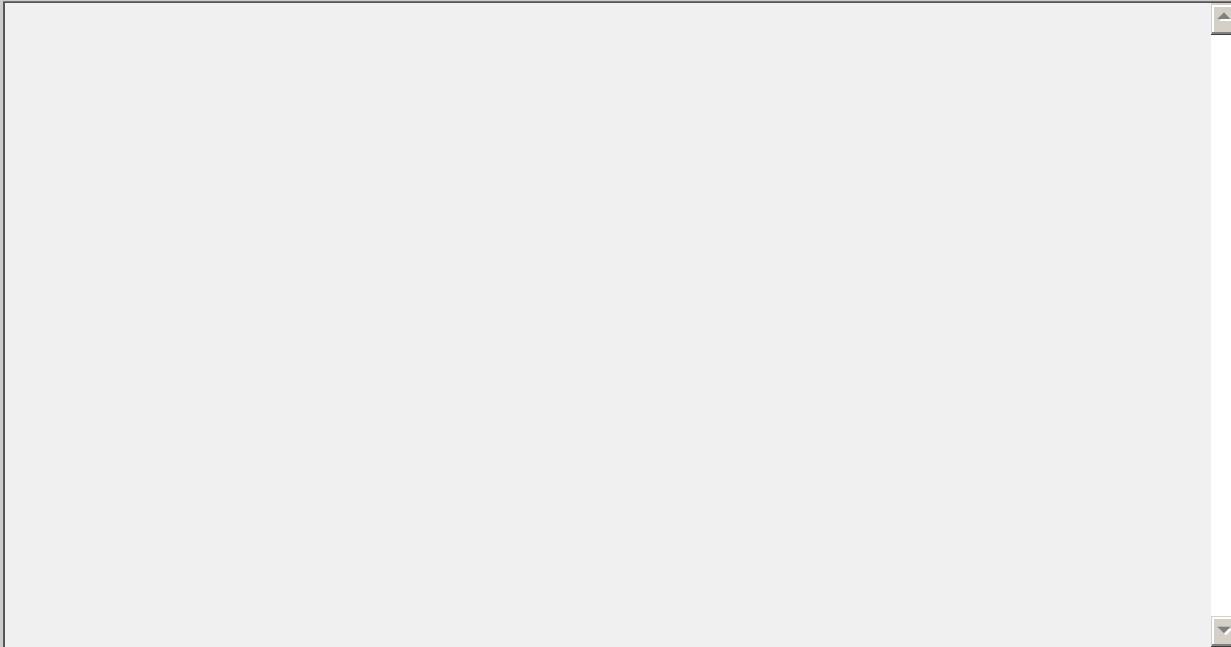
No Change

Somewhat less
important

Much less
important



Additional Comments



Section 3: Evaluation

52. Juvenile Services

	Have used this service	Consider service to be valuable
167. Court-Appointed Special Advocates (CASA) program administration, funding and education	<input type="checkbox"/>	<input type="checkbox"/>
168. Local Blue Ribbon Commissions training and technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
169. Court appointed dependency counsel funding, budgeting, and program management	<input type="checkbox"/>	<input type="checkbox"/>
170. Dependency Representation, Administration, Funding, and Training (DRAFT) program	<input type="checkbox"/>	<input type="checkbox"/>
171. Juvenile Dependency Counsel Collections Programs	<input type="checkbox"/>	<input type="checkbox"/>
172. Psychotropic Medication Orders program	<input type="checkbox"/>	<input type="checkbox"/>
173. Judicial Resources and Technical Assistance Program for dependency cases	<input type="checkbox"/>	<input type="checkbox"/>
174. Information and technical assistance to juvenile courts	<input type="checkbox"/>	<input type="checkbox"/>
175. Technical assistance with juvenile court management system data and analytics	<input type="checkbox"/>	<input type="checkbox"/>
176. Chief Justice's Keeping Kids in School and Out of Court Initiative	<input type="checkbox"/>	<input type="checkbox"/>
177. California Dependency Online Guide (CalDog)	<input type="checkbox"/>	<input type="checkbox"/>
178. Child Welfare County Data Profiles Updates	<input type="checkbox"/>	<input type="checkbox"/>

2014-107 AOC Services

***53. Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.**

Excellent



Good



Satisfactory



Fair



Poor



No Opinion



***54. How important, overall, is this group of services to your trial court operations?**

Very Important



Somewhat
Important



Neutral



Somewhat
Unimportant



Unimportant



***55. Have cuts to your budget made this group of services, overall, more important or less important to your operations?**

Much more
important

Somewhat more
important

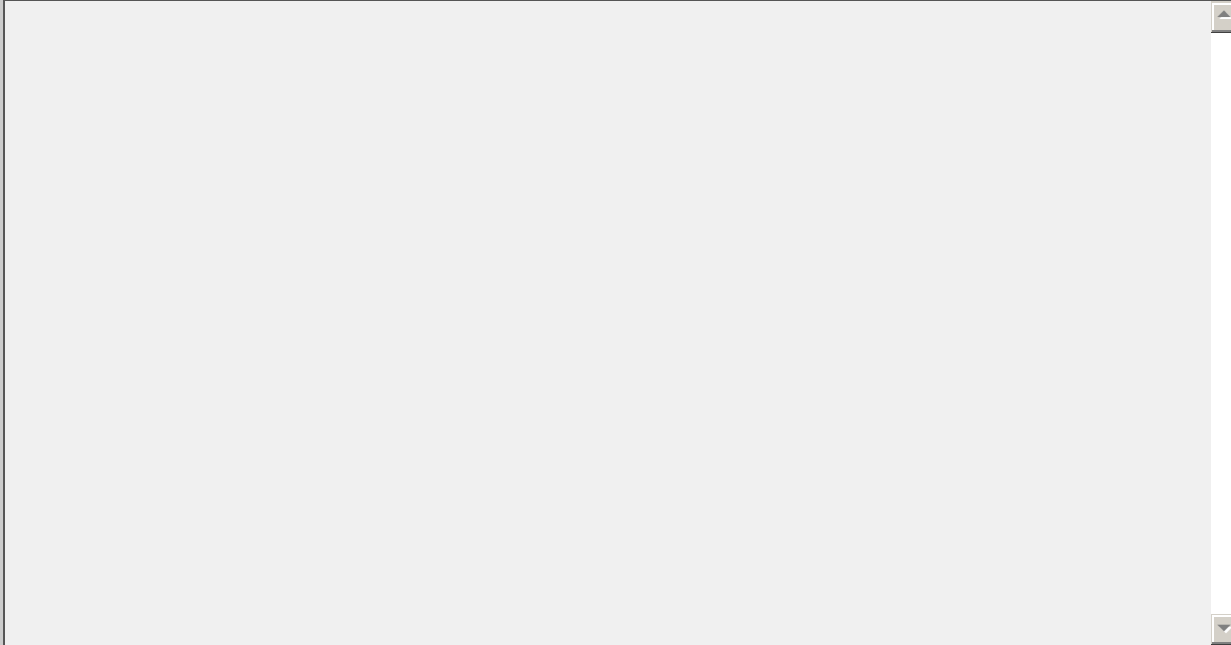
No Change

Somewhat less
important

Much less
important



Additional Comments



Section 3: Evaluation

56. Language Services

	Have used this service	Consider service to be valuable
179. Court interpreter test administration, development, and maintenance oversight	<input type="checkbox"/>	<input type="checkbox"/>
180. Court interpreter outreach and recruitment	<input type="checkbox"/>	<input type="checkbox"/>
181. Court interpreter education and training	<input type="checkbox"/>	<input type="checkbox"/>
182. Statewide Language Coordination	<input type="checkbox"/>	<input type="checkbox"/>
183. 5-Year Language Use and Needs Study	<input type="checkbox"/>	<input type="checkbox"/>
184. Court Interpreter Database Collection System (CIDCS)	<input type="checkbox"/>	<input type="checkbox"/>
185. Certified and Registered Master List Maintenance of Court Interpreters	<input type="checkbox"/>	<input type="checkbox"/>
186. Cross-Assignment of Court Interpreter Employees	<input type="checkbox"/>	<input type="checkbox"/>
187. Translations of forms, Web site, signage and other resources	<input type="checkbox"/>	<input type="checkbox"/>
188. Management of technology to assist in the use of American Sign Language and master contract for telephonic interpreting services	<input type="checkbox"/>	<input type="checkbox"/>

***57. Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.**

Excellent	Good	Satisfactory	Fair	Poor	No Opinion
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***58. How important, overall, is this group of services to your trial court operations?**

Very Important	Somewhat Important	Neutral	Somewhat Unimportant	Unimportant
----------------	--------------------	---------	----------------------	-------------



***59. Have cuts to your budget made this group of services, overall, more important or less important to your operations?**

Much more important	Somewhat more important	No Change	Somewhat less important	Much less important
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Additional Comments

Section 3: Evaluation

60. Legal Services

	Have used this service	Consider service to be valuable
189. Legal support with claims including investigations and responses	<input type="checkbox"/>	<input type="checkbox"/>
190. Management of labor-related matters (such as Public Employment Relations Board hearings and arbitrations)	<input type="checkbox"/>	<input type="checkbox"/>
191. Management of affirmative litigation	<input type="checkbox"/>	<input type="checkbox"/>
192. Litigation management, including selection and direction of outside counsel to defend courts, judicial officers, court employees, and council members	<input type="checkbox"/>	<input type="checkbox"/>
193. Legal advice and guidance to courts and education of court staff regarding evolving law affecting employment and labor issues	<input type="checkbox"/>	<input type="checkbox"/>
194. Legal advice and consultation on a broad spectrum of judicial administration matters	<input type="checkbox"/>	<input type="checkbox"/>
195. Legal advice and consultation on transactional business issues, including real estate transactions, solicitations, contracting and the procurement of goods and services, and Court/County MOUs	<input type="checkbox"/>	<input type="checkbox"/>
196. Legal advice and representation regarding external audits/investigations	<input type="checkbox"/>	<input type="checkbox"/>
197. Assistance with responding to subpoenas and disqualification statements	<input type="checkbox"/>	<input type="checkbox"/>
198. New and amended Local Court rules review and assistance with requests for alternative effective dates	<input type="checkbox"/>	<input type="checkbox"/>
199. Assistance with evaluation of need for and preparing	<input type="checkbox"/>	<input type="checkbox"/>

2014-107 AOC Services

requests for emergency orders

200. Legal advice and assistance with petitions for complex civil case coordination

☐
☐

201. Provision of legal support for acquisition, financing, construction, renovation, operation, and maintenance of court facilities

☐
☐

202. Management of the Commission on Judicial Performance Insurance Program

☐
☐

61. Subject matter expertise and technical assistance with issues, including:

Have used
this service

Consider
service to be
valuable

203. Access and fairness

☐
☐

204. Appellate practice and procedure

☐
☐

205. Alternative Dispute Resolution

☐
☐

206. Civil and small claims

☐
☐

207. Collaborative courts

☐
☐

208. Complex litigation

☐
☐

209. Family and juvenile law

☐
☐

210. Judicial administration

☐
☐

211. Judicial ethics

☐
☐

212. Subject matter expertise

☐
☐

213. Jury instructions

☐
☐

214. Probation and mental health

☐
☐

2014-107 AOC Services

***62. Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.**

Excellent

Good

Satisfactory

Fair

Poor

No Opinion



***63. How important, overall, is this group of services to your trial court operations?**

Very Important

Somewhat
Important

Neutral

Somewhat
Unimportant

Unimportant



***64. Have cuts to your budget made this group of services, overall, more important or less important to your operations?**

Much more
important

Somewhat more
important

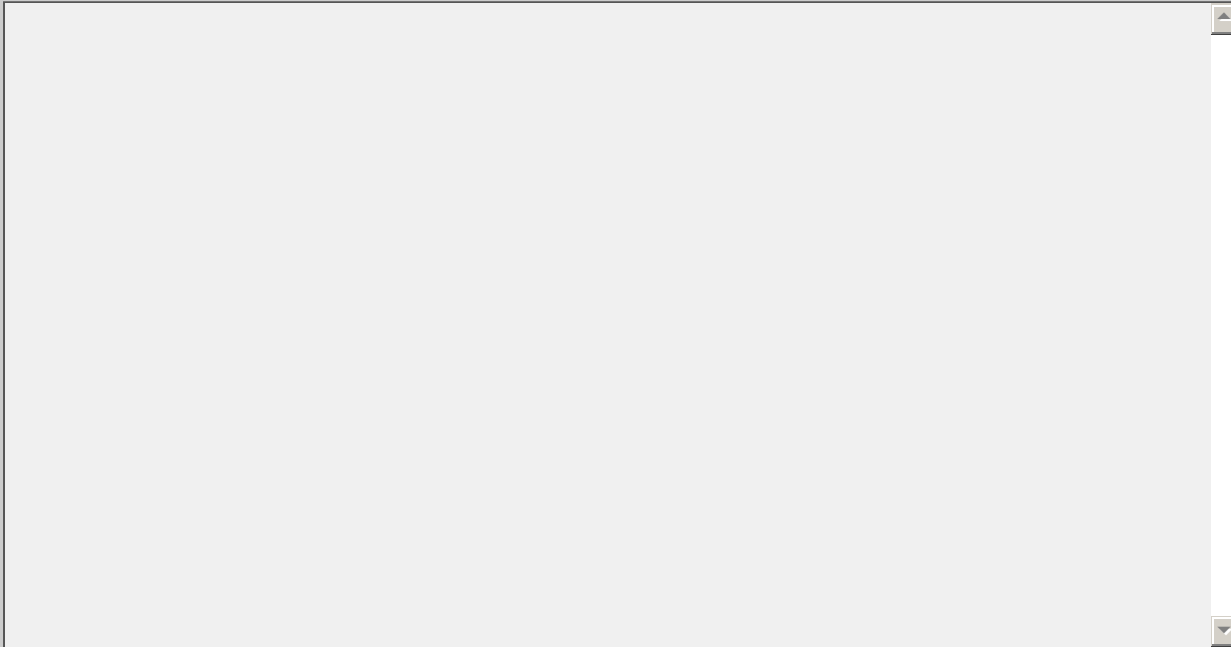
No Change

Somewhat less
important

Much less
important



Additional Comments



Section 3: Evaluation

65. Legislative and Budget Advocacy Services

	Have used this service	Consider service to be valuable
215. Advocacy for Judicial Council positions on pending legislation and technical assistance to legislators, staff, and justice partners, on court-related legislative issues	<input type="checkbox"/>	<input type="checkbox"/>
216. Expertise and assistance with strategy, advice, and recommendations on judicial branch budget discussions	<input type="checkbox"/>	<input type="checkbox"/>
217. Tracking of statutory mandates on the Judicial Council to adopt rules, forms, and reports to the legislature	<input type="checkbox"/>	<input type="checkbox"/>
218. Liaison and strategic advice assistance on facilities issues, court construction and maintenance	<input type="checkbox"/>	<input type="checkbox"/>
219. Coordination of legislative information and investigatory hearings that impact branch programs and projects	<input type="checkbox"/>	<input type="checkbox"/>
220. Staff support to the Bench-Bar Coalition	<input type="checkbox"/>	<input type="checkbox"/>

***66. Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.**

Excellent	Good	Satisfactory	Fair	Poor	No Opinion
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***67. How important, overall, is this group of services to your trial court operations?**

Very Important	Somewhat Important	Neutral	Somewhat Unimportant	Unimportant
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***68. Have cuts to your budget made this group of services, overall, more important or less important to your operations?**

Much more
important

Somewhat more
important

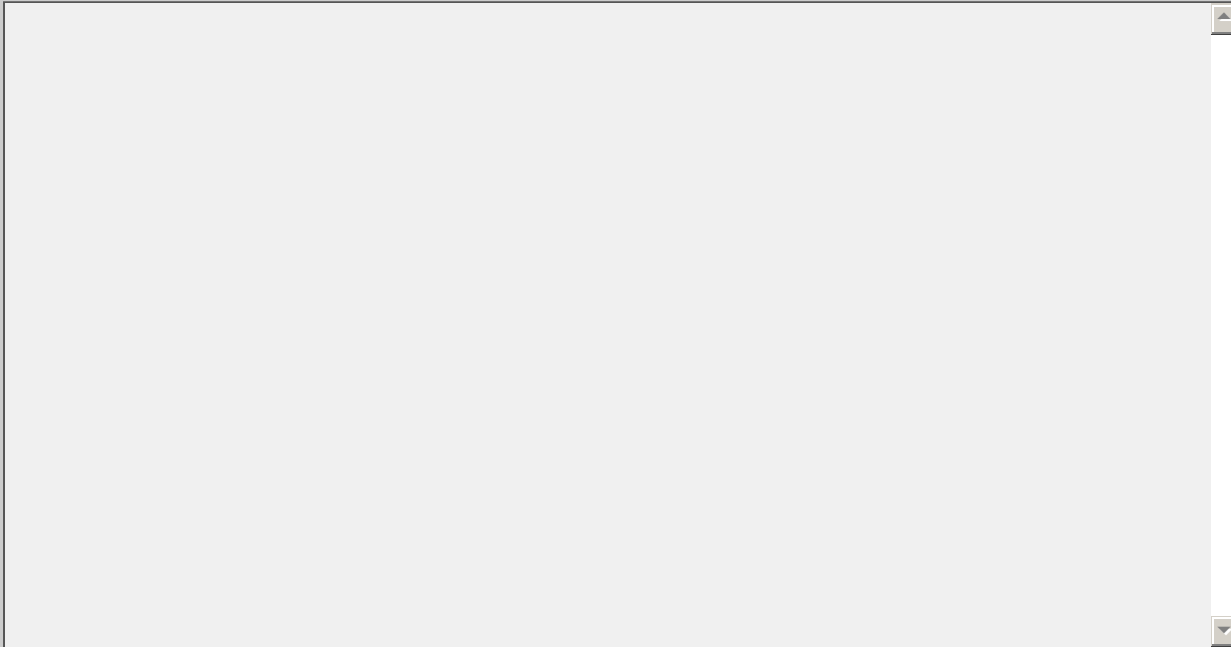
No Change

Somewhat less
important

Much less
important



Additional Comments



Section 3: Evaluation

69. Mandated Reporting

	Have used this service	Consider service to be valuable
221. Access To Visitation Grants Program	<input type="checkbox"/>	<input type="checkbox"/>
222. Semi-Annual Report on Contracts for the Judicial Branch	<input type="checkbox"/>	<input type="checkbox"/>
223. Trial Court Interpreters Program Expenditure Report	<input type="checkbox"/>	<input type="checkbox"/>
224. Court Reporter Fees Collected & Expenditures for Court Reporter Services in Superior Court Civil Proceedings	<input type="checkbox"/>	<input type="checkbox"/>
225. Demographics of the Bench	<input type="checkbox"/>	<input type="checkbox"/>
226. Sentencing of Criminal Defendants by Race and Ethnicity	<input type="checkbox"/>	<input type="checkbox"/>
227. Judgeship Needs in the Superior Courts	<input type="checkbox"/>	<input type="checkbox"/>
228. Standards and Measures of Judicial Administration	<input type="checkbox"/>	<input type="checkbox"/>
229. Annual Special Funds Expenditure Report	<input type="checkbox"/>	<input type="checkbox"/>
230. Annual Trial Court Allocations Report	<input type="checkbox"/>	<input type="checkbox"/>
231. Phoenix System Status Update Report	<input type="checkbox"/>	<input type="checkbox"/>
232. Purchase and Lease of Electronic Recording Equipment	<input type="checkbox"/>	<input type="checkbox"/>
233. Trial Court Revenue, Expenditure, and Fund Balance Constraints	<input type="checkbox"/>	<input type="checkbox"/>
234. 2 Percent Trial Court Trust Fund State-Level Reserve Funding Requests	<input type="checkbox"/>	<input type="checkbox"/>
235. Statewide Collections of Court-Ordered Debt	<input type="checkbox"/>	<input type="checkbox"/>
236. Receipts and Expenditures from Local Courthouse Construction Funds	<input type="checkbox"/>	<input type="checkbox"/>
237. Judicial Branch AB 1473 Five-Year Infrastructure Plan	<input type="checkbox"/>	<input type="checkbox"/>

2014-107 AOC Services

238. Special facilities program reports requested by the legislature	<input type="checkbox"/>	<input type="checkbox"/>
239. 5-Year Language Use and Needs Study	<input type="checkbox"/>	<input type="checkbox"/>
240. Criminal Justice Realignment Data	<input type="checkbox"/>	<input type="checkbox"/>
241. California Community Corrections Performance Incentives Act of 2009: Findings from SB 678 Program	<input type="checkbox"/>	<input type="checkbox"/>
242. Quarterly & annual reports on facility modification budgets, projects, and expenditures	<input type="checkbox"/>	<input type="checkbox"/>

***70. Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.**

Excellent	Good	Satisfactory	Fair	Poor	No Opinion
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***71. How important, overall, is this group of services to your trial court operations?**

Very Important	Somewhat Important	Neutral	Somewhat Unimportant	Unimportant
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***72. Have cuts to your budget made this group of services, overall, more important or less important to your operations?**

Much more
important

Somewhat more
important

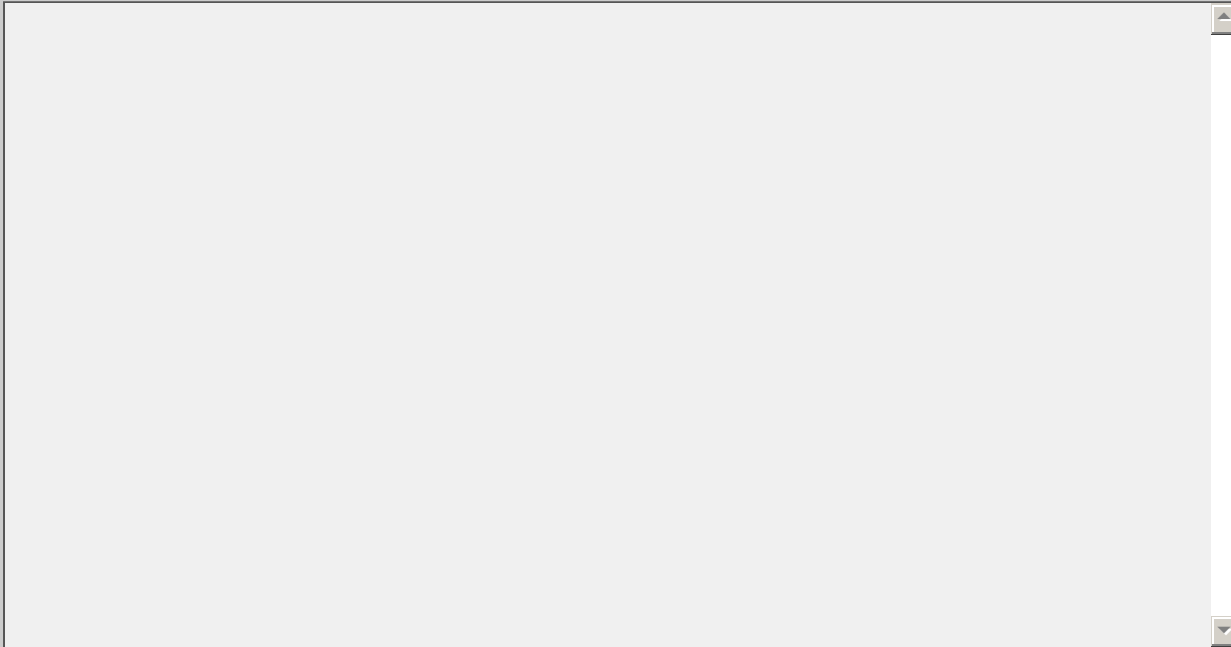
No Change

Somewhat less
important

Much less
important



Additional Comments



Section 3: Evaluation

73. Operations Support Services

	Have used this service	Consider service to be valuable
243. Assigned Judges Program	<input type="checkbox"/>	<input type="checkbox"/>
244. Appellate Court-Appointed Counsel Program administration and support	<input type="checkbox"/>	<input type="checkbox"/>
245. Preparation and distribution of Oral Argument Calendar, Summary of Cases Accepted, Conference List, and Notice of Forthcoming Filings for Supreme Court	<input type="checkbox"/>	<input type="checkbox"/>
246. Administration of Special Masters assignment	<input type="checkbox"/>	<input type="checkbox"/>
247. Civil Case Coordination	<input type="checkbox"/>	<input type="checkbox"/>
248. Management of Petitions for Coordination of Complex Civil Cases	<input type="checkbox"/>	<input type="checkbox"/>
249. Tribal/State court coordination support	<input type="checkbox"/>	<input type="checkbox"/>
250. Vexatious Litigants List administration	<input type="checkbox"/>	<input type="checkbox"/>
251. Jury improvements in support of initiatives that enhance the utilization of jurors and the jury process	<input type="checkbox"/>	<input type="checkbox"/>
252. Federal, state, and private foundation fund development and grant administration	<input type="checkbox"/>	<input type="checkbox"/>
253. Trial Court Business Processing Reengineering expertise and training	<input type="checkbox"/>	<input type="checkbox"/>
254. Consultative services, technical and complex analytical assistance for court administration and operational matters	<input type="checkbox"/>	<input type="checkbox"/>
255. Data gathering and recommendations for court operational and administrative issues	<input type="checkbox"/>	<input type="checkbox"/>
256. Assistance to court leaders with addressing internal	<input type="checkbox"/>	<input type="checkbox"/>

2014-107 AOC Services

governance, management and operational issues

257. Information-sharing through meetings of court leaders

☐
☐

74. Analytical and administrative support to:

Have used
this service

Consider
service to be
valuable

258. Administrative Presiding Justices

☐
☐

259. Presiding Judges

☐
☐

260. Appellate Court Administrators and Court Executive Officers
through the Administrative Presiding Justices Advisory Committee

☐
☐

261. Trial Court Presiding Judge Advisory Committee

☐
☐

262. California Court Clerk Association

☐
☐

263. Appellate Indigent Defense Oversight Advisory Committee
(AIDOC)

☐
☐

264. Court Executives Advisory Committee

☐
☐

***75. Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.**

Excellent

Good

Satisfactory

Fair

Poor

No Opinion

☐
☐
☐
☐
☐
☐

***76. How important, overall, is this group of services to your trial court operations?**

Very Important

Somewhat
Important

Neutral

Somewhat
Unimportant

Unimportant

☐
☐
☐
☐
☐

***77. Have cuts to your budget made this group of services, overall, more important or less important to your operations?**

Much more
important

Somewhat more
important

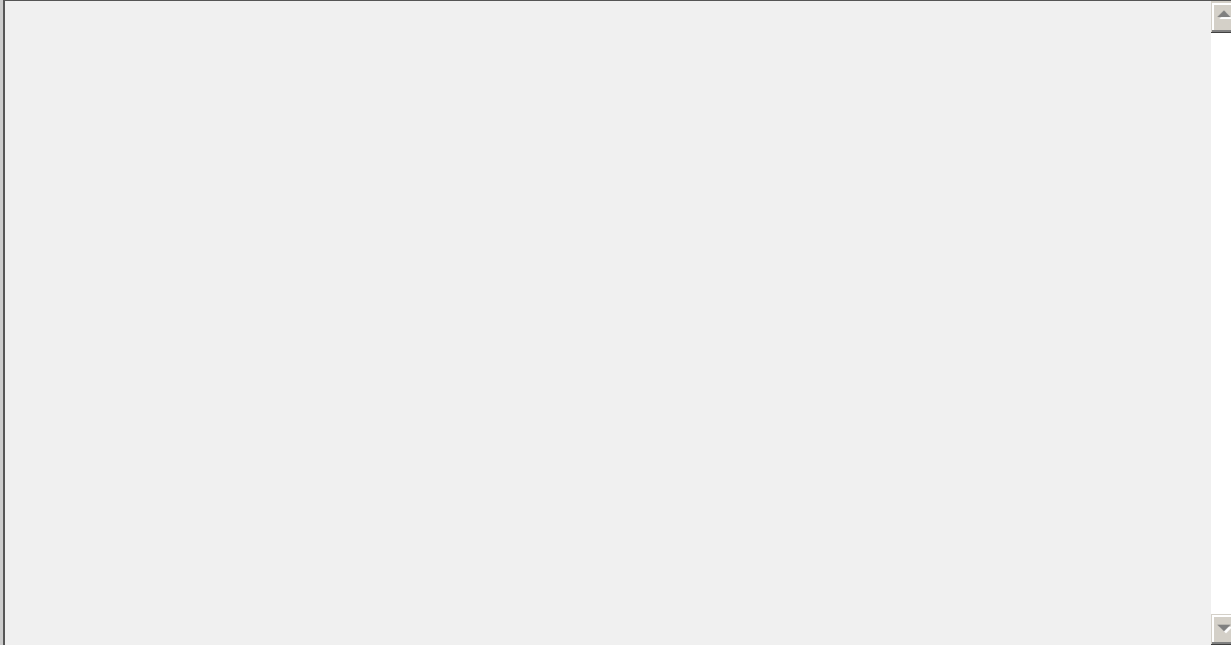
No Change

Somewhat less
important

Much less
important



Additional Comments



Section 3: Evaluation

78. Research and Data Services

	Have used this service	Consider service to be valuable
265. Annual Court Statistics Report	<input type="checkbox"/>	<input type="checkbox"/>
266. Judicial Branch Statistical Information System technical assistance, maintenance and reporting	<input type="checkbox"/>	<input type="checkbox"/>
267. Workload-based Allocation Funding Methodology research support	<input type="checkbox"/>	<input type="checkbox"/>
268. Judge and staff workload measures and analysis	<input type="checkbox"/>	<input type="checkbox"/>
269. Authorized and filled judgeships data and reporting	<input type="checkbox"/>	<input type="checkbox"/>
270. Conversion of Subordinate Judicial Officer positions to judgeships	<input type="checkbox"/>	<input type="checkbox"/>
271. Technical support to evaluate staffing or judicial officer allocations against workload model projections	<input type="checkbox"/>	<input type="checkbox"/>
272. Responses to requests for branch data from internal users, members of the public, researchers, and law firms	<input type="checkbox"/>	<input type="checkbox"/>
273. Data review and reporting	<input type="checkbox"/>	<input type="checkbox"/>
274. Production of the annual Jury Data Report	<input type="checkbox"/>	<input type="checkbox"/>

***79. Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.**

Excellent	Good	Satisfactory	Fair	Poor	No Opinion
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2014-107 AOC Services

***80. How important, overall, is this group of services to your trial court operations?**

Very Important	Somewhat Important	Neutral	Somewhat Unimportant	Unimportant
----------------	--------------------	---------	----------------------	-------------



***81. Have cuts to your budget made this group of services, overall, more important or less important to your operations?**

Much more important	Somewhat more important	No Change	Somewhat less important	Much less important
---------------------	-------------------------	-----------	-------------------------	---------------------



Additional Comments

Section 3: Evaluation

82. Security Services

	Have used this service	Consider service to be valuable
275. Judicial Online Privacy Protection Program	<input type="checkbox"/>	<input type="checkbox"/>
276. Threat and incident coordination and consultative services	<input type="checkbox"/>	<input type="checkbox"/>
277. Emergency planning and preparedness/continuity of operations planning	<input type="checkbox"/>	<input type="checkbox"/>
278. Physical security consultation, assessment, site surveys and risk analysis	<input type="checkbox"/>	<input type="checkbox"/>
279. Screening Equipment Replacement Program	<input type="checkbox"/>	<input type="checkbox"/>
280. Trial Court Security Grant Program	<input type="checkbox"/>	<input type="checkbox"/>

***83. Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.**

Excellent	Good	Satisfactory	Fair	Poor	No Opinion
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***84. How important, overall, is this group of services to your trial court operations?**

Very Important	Somewhat Important	Neutral	Somewhat Unimportant	Unimportant
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***85. Have cuts to your budget made this group of services, overall, more important or less important to your operations?**

Much more
important

Somewhat more
important

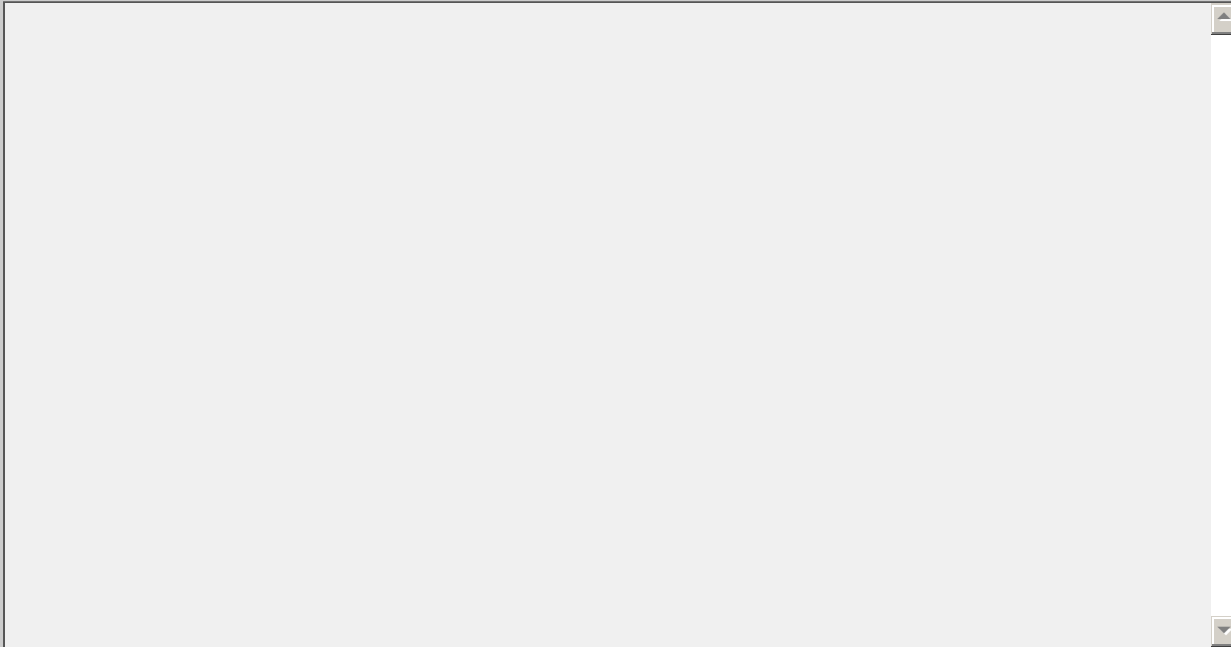
No Change

Somewhat less
important

Much less
important



Additional Comments



Section 4: Conclusion

***86. Were you aware that the AOC provides to the trial courts all of the services included in this survey?**

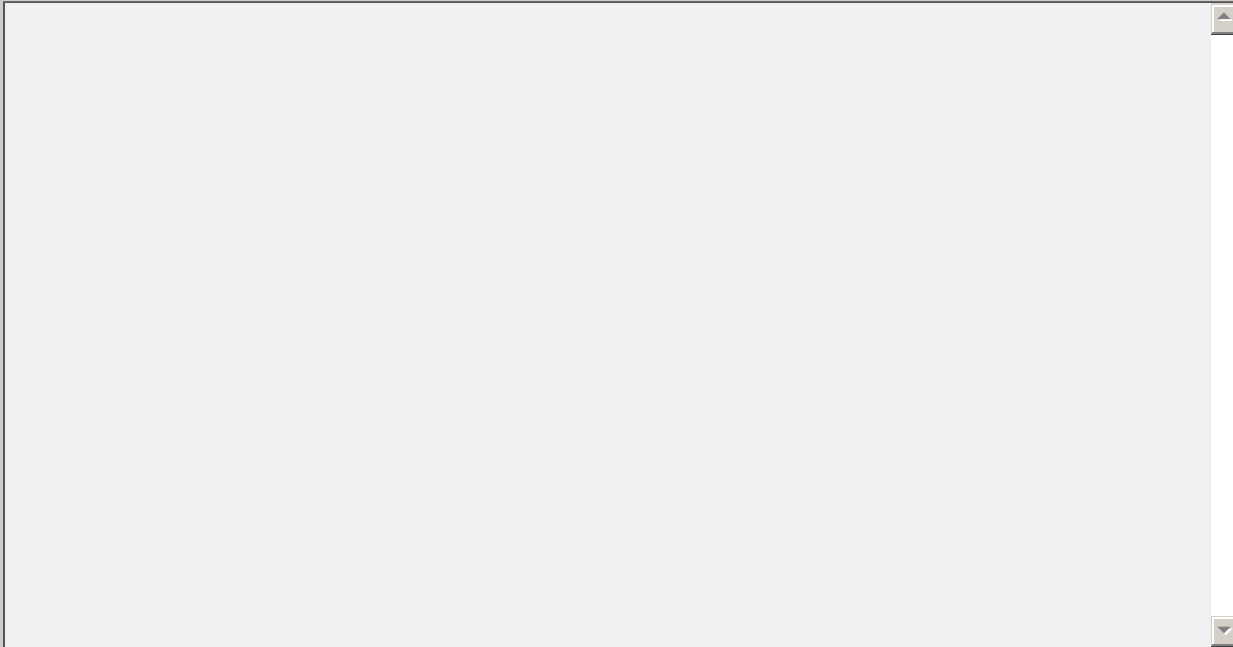
- ☐ Yes
- ☐ No

***87. Are there any services that the AOC does not provide that you believe would be useful to the trial courts?**

- ☐ Yes
- ☐ No

Section 4: Conclusion

***88. Please list any additional services, not currently offered by the AOC, that you believe would be useful to the trial courts.**

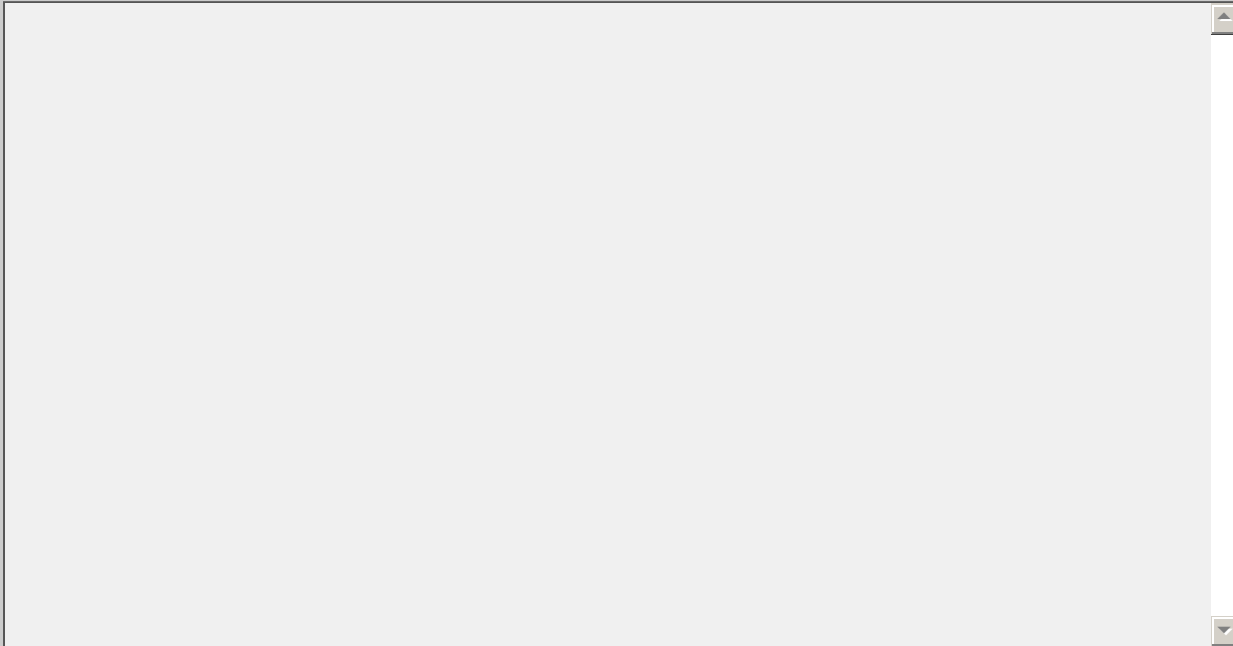


***89. So that we can better understand the extent to which trial courts are currently obtaining support services from entities other than the AOC, please tell us: do you contract with other courts, or have any other working relationships with other courts, in order to receive services?**

- ☐ Yes
- ☐ No

Section 4: Conclusion

***90. Please list all of the services that you receive through a contract, or other working relationship, with another court(s):**



Section 4: Conclusion

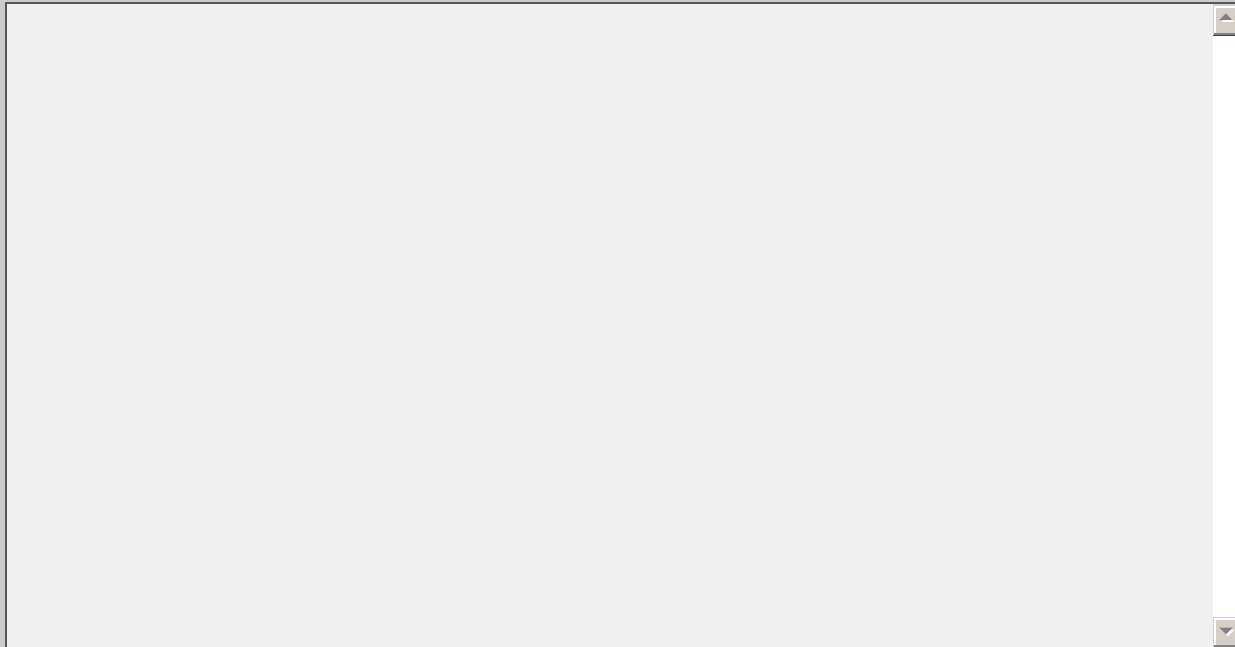
***91. The following is an alphabetized list of all AOC offices. Please evaluate the services that each office provides according to their overall importance to the operations of your court.**

	Very Important	Somewhat Important	Neutral	Somewhat Unimportant	Unimportant	Unaware of this office
Center for Families, Children & the Courts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Center for Judiciary Education and Research	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Court Operations Special Services Office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Criminal Justice Court Services Office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Executive Office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fiscal Services Office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Human Resources Services Office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information Technology Services Office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Internal Audit Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Judicial Branch Capital Program Office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Judicial Council Support Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Legal Services Office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Office of Administrative Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Office of Appellate Court Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Office of Communications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Office of Governmental Affairs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Office of Real Estate and Facilities Management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Special Projects Office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Trial Court Administrative Services Office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Trial Court Liaison Office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

92. Additional Comments



End of Survey

Thank you for completing this survey.

If you have any questions or concerns, please contact Whitney Smith at (916) 445-0255 or e-mail aocsurvey@auditor.ca.gov.